

3. Please write a short description of the other issue: (In response to selecting “Other” from the listing under Question 2. “Please check the issues experienced and when the issues occurred.)

1. Info keyed into system is constantly dropped and has to be reentered. Staff have actually disappeared from the system or won't show up on reports.
2. Flex reimbursement payments
3. employee terminated in January 2008 and file timely submitted to DOHR. We coded him Separated without pay for each pay period but then in April, 2009 despite being coded separated without pay, a check generated. Also, have a LWOP exception issue.
4. Tips Calculations and Flexible Benefits deductions
5. Wrong insurance premiums deducted & refund not issued promptly. Insurance premiums not deducted at all.
6. Saving Bonds deductions not taken; Supplemental pay not processed
7. Two separate occasions of charging extra garnishment fees, one instance of deduction of incorrect amount for parking reimbursement account, and twelve employees not being able to enter their time on another occasion.
8. Flex Benefits Deduction changed from what was requested